

Functional Skills 4748: Instructions for conducting examinations

Version 2.3, September 2023

Document revision history

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Introduction

This document provides instructions for centres administering the reformed **Functional Skills (4748)** exams, available from September 2019. This covers the following exams:

- Functional Skills maths, level 1 and 2,
- Functional Skills English, level 1 and 2 (Reading and Writing),
- Digital Functional Skills, entry level 3 and level 1.

There are two delivery options available for maths and English:

- paper-based,
- online (using e-volve).

Digital Functional Skills is only available online (using e-volve).

Both paper-based and online are available on-demand, however:

- named registration and entry are required for each candidate,
- each exam **must** be booked for a specific date and time.

Scope

This document sets out the City & Guilds requirements for:

- secure storage and handling of exam materials,
- secure and valid conduct of exams,
- secure return of exam materials.

This document will also highlight the specific requirements for online exams, where they differ from paper-based.

General requirements

Functional skills exam materials **must** be stored, accessed and handled by centres in a way that protects their confidentiality at all times. This applies from the receipt of the materials by the centre, to the point at which all exam materials, including candidate scripts, are returned to City & Guilds.

Only authorised members of staff with responsibility for the administration of the exams may have access to live exam materials. To mitigate the risk of malpractice or 'teaching to the exam', staff responsible for teaching Functional Skills **must not** have access to paper-based assessment materials under any circumstances. This applies before, during and after the exam has taken place.

Exam materials, including question papers, source materials and completed scripts **must not** be kept in **any** form (including photocopying, electronic scanning, photography or handwriting) either wholly or in part by any member of centre staff or any candidate. This also applies to the questions displayed on screen in an online exam.

Under no circumstances may live assessment materials, or any of their contents, be used for any purpose other than for live assessment. This includes use as practice material or as teaching/learning resources.

Centres must inform the Quality Delivery Teams if they wish to register any member of staff to take a Functional Skills qualification. This **must** be done before they complete any assessments. Failure to notify City & Guilds could affect the Qualification Approval Risk status and/or may constitute malpractice.

As stated in the City & Guilds Centre Handbook, centre staff cannot undertake a City & Guilds qualification while they are teaching or assessing that qualification.

The head of centre has ultimate responsibility and accountability for ensuring that exams, at that centre, are conducted:

- securely,
- confidentially, and
- in accordance with the instructions set out in this document.

Compliance with these instructions

Centres must ensure that all exams are conducted in compliance with these instructions. Failure to do so could constitute maladministration or malpractice, which may result in:

- invalidation of candidate results,
- withdrawal of qualification or centre approval,
- communication of malpractice to other awarding organisations offering the qualifications and to the relevant regulatory authorities.

For more information, please refer to City & Guilds document *Managing cases of suspected malpractice in examinations and assessments*.

1. General instructions for all Functional Skills exams

This section covers general instructions for all exams, with subsequent sections covering specific requirements for:

- paper-based exams,
- online exams,
- mathematics,
- English,
- Digital Functional Skills.

Where there are exceptions to the general instructions, these are specified.

It is the responsibility of the Head of Centre to ensure that all authorised members of staff and all those responsible for teaching Functional Skills qualifications are made aware of the instructions.

Before the exam

1.1. Scheduling the exam

1.1.1. Exams must be booked for a specific date and time, and they should take place at this time, wherever possible.

1.1.2. The requirements for booking and changing scheduled exam dates are below:

Restriction	Paper-based	e-volve
Deadline for ordering	14 calendar days in advance	30 minutes in advance
Maximum period for moving the exam date	5 working days before or after	10 calendar days before or after

1.1.3. The exam date can be moved, for example, where:

- there are resourcing issues (such as no room or the invigilator is not available);
- the candidates are not available (for example due to travel issues on the day of the exam).

1.1.4. Centres must provide details of the actual dates and times of upcoming exams to City & Guilds on request.

1.1.5. Please remember that special consideration is not normally applied to on-demand exams, so if a candidate is affected by a temporary illness, temporary injury or some other event outside of their control at the time of the exam, it should be rescheduled as permitted by 1.1.2 or rebooked.

- 1.1.6. If the exam is booked for the wrong date due to an administration error, the exam date can be changed, providing the new date meets the requirements of 1.1.2.
- 1.1.7. To ensure no candidate sits the same question paper more than once, orders may be cancelled if there is no suitable Version of the question paper available (please refer to the Glossary for the definition of version). City & Guilds will notify centres where this is the case.

If a candidate sits the same version twice, they will not receive a mark or grade for the second sitting. We are not able to process a result for the second attempt at that version.

- 1.1.8. Candidates should not be entered for a resit until they have received their results.

Additional requirements for paper-based

- 1.1.9. Exam dates can be moved for individual candidates on the attendance register, instead of the whole cohort. However, all scripts for candidates included on the same Invigilation Certificate (attendance register) must be submitted for marking at the same time.
- 1.1.10. Centres must inform City & Guilds of any changes to the exam time, date or location using the online form available from the link on the [Skills for Work and Life Resource Hub](#) page of the City & Guilds website. Centres must complete this form at least one working day before the original scheduled exam date or the revised exam date, whichever is earlier. This must include the reason for the change.
- 1.1.11. To ensure no candidate sits the same question paper more than once, orders for resits for more than one candidate may be split into more than one pack. The centre will receive a separate Invigilation Certificate (attendance register) for each pack.

Centres can view if and how orders have been split on the Walled Garden, using 'Order Reports'. For more information refer to the Walled Garden Order Reports.

- 1.1.12. Candidates must sit the question paper that has been allocated to them. If a candidate sits a different version of the question paper, City & Guilds may not be able to process their results.
- 1.1.13. All assessment materials must be returned to City & Guilds, split by attendance register using the envelopes and pre-printed address labels provided.

- 1.1.14. Centres must ensure that all booking information is correct, as it cannot be amended after the order has been placed. This information will appear on all stationery relating to the booking, ie the Invigilation Certificate (attendance register) and candidate barcode.
- 1.1.15. No additional question papers will be included with any booking and no additional candidates can be added after the booking has been made.

1.2. Examination location

- 1.2.1. Any room in which an exam is held must provide candidates with appropriate conditions for taking that exam. Centres must pay attention to conditions such as heating, lighting, ventilation and the level of outside noise. Centres must take all reasonable steps to ensure these are suitable for an exam.
- 1.2.2. Centres must ensure that they have suitable locations available to enable candidates to sit exams securely and without any disturbance. In addition to the requirements in this section, the following requirements must also be met:
 - Section 2.3, on page 17 for paper-based exams;
 - Section 3.1, on page 22 for e-volve exams.
- 1.2.3. Centres must have accommodation to administer exams according to the requirements of this document, which can support the size(s) of the cohorts they have registered for the qualification.
- 1.2.4. The layout of the room must allow the invigilator(s) to clearly see all the candidates in order to prevent any potential malpractice. For example, invigilators must be able to see whether candidates are using any unauthorised equipment or materials.
- 1.2.5. Centres must ensure that no candidate can see another candidate's work. The following requirements **must** be met regarding this:
 - Section 2.3, on page 17 for paper-based exams;
 - Section 3.1.2, on page 22 for e-volve exams.
- 1.2.6. Exams for different qualifications can be held in the same room, at the same time, but the room must not be used for anything other than exams, while exams are taking place.
- 1.2.7. There **must not** be anything displayed in the room (e.g. posters on the wall) that are relevant to the subject and/or could help the candidate in the exam. Any such material, must be taken down, or covered up before candidates are admitted into the exam room.
- 1.2.8. The *Warning to Candidates* poster and the *No Mobile Phone* poster **must** be displayed in a prominent place outside the exam room. This may either be a hard copy A3 paper version of the poster, in either black and white or colour, or a

projection of the poster onto a wall or screen for all candidates to see. Centres can use the JCQ Exam Room Posters, which are available from the JCQ website, www.jcq.org.uk.

- 1.2.9. The centre **must** create a seating plan for each exam and provide it to City & Guilds upon request. It should not be submitted with the scripts. Any changes made to seating arrangements during the exam **must** be noted on the seating plan.
- 1.2.10. The centre **must** keep a copy of the seating plan until six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the plan until they are concluded).

Alternative venues

- 1.2.11. Exams can be administered away from the centre, providing the location meets all the requirements listed in this document.

Any location can be used for an exam, providing it meets the requirements of this document. This includes employer premises or the candidate's home. However, City & Guilds cannot send question papers directly to these addresses.

Please refer to [Centre Handbook](#) for more information. In these instances, it is the centre's responsibility to ensure that there are appropriately trained invigilators at the alternative locations.

Examples of holding exams at alternative venues

1. The exam takes place at the employer premises, on e-volve.
2. The exam takes place at the employer premises, on paper, with an invigilator from the centre present. The invigilator transports the question paper from the centre on the day of the exam, in a locked case. After the exam, the invigilator transports the script back to the centre, in the locked case.
3. The exam takes place at the candidate's home, on paper, with an invigilator from the centre present. As in the previous example, the invigilator transports the question paper from the centre on the day of the exam, in a locked case. After the exam, the invigilator transports the script back to the centre, in the locked case.
4. The exam takes place at the candidate's home, on e-volve, with an invigilator from the centre present. The invigilator brings a laptop with a downloaded version of the exam, which is uploaded when they return to the centre.

- 1.2.12. The centre must inform City & Guilds that a location is an assessment site, for more information please refer to Section 5.1, on page 30. If a location is only being used as an exam site, City & Guilds must be informed of the address, but this does not need to be before each exam takes place at that site.
- 1.2.13. The centre must keep records of all exam sites and this information must be provided to City & Guilds on request.
- 1.2.14. All assessment sites may be subject to an Exam Audit by City & Guilds. For this reason, the centre must notify City & Guilds in advance of any exam which is to take place away from its registered address. Failure to do so will be deemed as maladministration.

For more information on transporting paper-based question papers, please refer to Section 2.2, on page 16.

- 1.2.15. If using e-volve, information on the location must be added when booking the exam on the Walled Garden, under the 'additional details' section. Please note that exams are referred to as 'tests' on e-volve.

1.3. Invigilation requirements and people present

- 1.3.1. Invigilators are responsible for ensuring that the exam is conducted securely and in line with these instructions. It is the responsibility of the head of centre to ensure that appropriately trained invigilators are available for all Functional Skills exams and that they meet the requirements listed below. City & Guilds may ask to see copies of training records as part of any exam audits.
- 1.3.2. Invigilators **must** supervise the candidates throughout the exam and give complete attention to this duty at all times.
- 1.3.3. Invigilators **must not** carry out any other task while they are invigilating.
- 1.3.4. There must be at least one invigilator for each group of 30 candidates.
- 1.3.5. If only one invigilator is present, they must be able to summon assistance without leaving or disturbing the candidates. An invigilator is only allowed a mobile phone in the exam room for this specific purpose. The mobile phone must be kept on silent mode.

1.3.6. A tutor for the subject being examined **must not** be an invigilator for any exam.

Examples:

- A Functional Skills mathematics tutor can be an invigilator for an English exam.
- A Digital Functional Skills tutor can be an invigilator for a mathematics exam.
- An employer can be an invigilator for a Functional Skills exam.

1.3.7. In exceptional circumstances, if only a tutor can access the exam location and/or the candidates, the centre can apply for permission for a tutor to act as an invigilator. Applications can be made using the online form on the [Functional Skills \(4748\) Invigilation Exemption Request](#) page of the City & Guilds website. This should be completed at least one month before the first exam date. City & Guilds will reply within five working days. Any on-going exemptions will be reviewed on an annual basis and approval may be removed if any issues with invigilation or potential risks to results are identified.

1.3.8. Relatives, friends and/or peers of candidates **must not** be an invigilator for any exam.

1.3.9. The **only** people permitted in the exam room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).

1.3.10. Tutors are **not permitted** to enter the room in order to check the contents of the exam.

1.3.11. Invigilation **cannot** be undertaken remotely; invigilators must be in the same room as the candidates sitting the exam.

1.3.12. Invigilators should be vigilant for candidates who are distressed or who are feeling unwell.

1.4. Equipment and resources

1.4.1. Invigilators **must** ensure that all equipment listed on the question paper or required to facilitate online exams is ready and available for all candidates prior to the exam beginning.

1.4.2. Invigilators should ensure candidates do not bring any unauthorised equipment with them into the exam room. This includes mobile phones, MP3/4 players, smartwatches and wrist watches which have a data storage device or access to the internet.

Centres may find it easier to ask all candidates to remove their watches and place them on their desk.

- 1.4.3. If a candidate has brought any unauthorised equipment into the room, these must be handed in to the invigilator before the start of the exam.
- 1.4.4. Reference materials and candidate notes are not permitted.
- 1.4.5. Any pencil cases must be see-through.
- 1.4.6. Any food or drink brought into the exam room must be free from packaging and all labels **must** be removed from drink containers.
- 1.4.7. Where an invigilator sees a candidate with any unauthorised equipment once the exam has begun, they should confiscate it immediately. If an invigilator has concerns that unauthorised equipment has been used to unfairly advantage a candidate, this must be reported to City & Guilds, clearly identifying which candidate(s) are affected.
- 1.4.8. If the exam requirements are unclear, the centre **must** check with City & Guilds before the exam begins. If any candidate has access to equipment or materials that are not permitted, that could affect the validity of their results.

For more information on permitted materials for specific subjects, please refer to Section 4 on page 25.

1.5. Access arrangements

- 1.5.1. Access arrangements **must** be agreed before an exam takes place. These allow a candidate with special educational needs or disabilities to:
 - access the exam; and
 - demonstrate their skills and knowledge without changing the demands of the exam.

It is a centre's responsibility to request access arrangements on behalf of candidates and these must be agreed and in place before candidates sit an exam. For more information, please refer to the 'Access Arrangements and Reasonable Adjustments' section of the City & Guilds website at www.cityandguilds.com/policy.
- 1.5.2. Invigilators **must** be aware in advance of the exam which candidates have been granted access arrangements. Candidates with extra time or those with supervised rest breaks could finish (or start) the exam at different times to other candidates.
- 1.5.3. If a candidate has been granted extra time, this needs to be added on to an e-volve exam, when it is booked. It cannot be added on afterwards.
- 1.5.4. For some access arrangements, a person is required to facilitate, e.g. a reader or practical assistant. This person must be familiar with the invigilation requirements in

this document. They **must not** be the candidate's tutor/assessor, relative, friend or peer.

The e-volve screen can be duplicated on another screen when using readers and scribes, see the appendix on Duplicating screens in e-volve, on page 37 for more information.

- 1.5.5. Where a candidate and a practical assistant, reader, or scribe are accommodated in another room, on a one-to-one basis, an invigilator may additionally act as the practical assistant, reader, or scribe. In these instances, the centre **must** use an additional 'roving' invigilator, who enters the room at regular intervals to observe the exam and ensure all invigilation requirements are met.
- 1.5.6. If there is more than one candidate in the room however, there **must** be a separate invigilator in the room at all times.
- 1.5.7. Where candidates are using a sign language interpreter, a separate invigilator is required.
- 1.5.8. For paper-based exams, scribes **must** sign the appropriate cover sheet, which should be sent with the candidate's script. The cover sheets are available from the JCQ website, www.jcq.org.uk.
- 1.5.9. A reading pen can be used, providing it does not have a built-in dictionary, thesaurus or data storage facility. If the candidate is located in the same room as other candidates, they must use headphones plugged into the reading pen.
- 1.5.10. Any braille scripts must be transcribed by the centre. Braille scripts cannot be marked by City & Guilds examiners.
- 1.5.11. For paper-based exams, candidates can type their answers, with spelling and grammar check/predictive text disabled, where it is their normal way of working. Candidates must include their name, candidate enrolment number and centre number on each page as a header or footer.
- 1.5.12. The question paper can be photocopied onto coloured or A3 paper. The centre can open the question papers in the secure room up to two hours before the exam in order to do this. Prior permission is not required. The centre must return both the original and the photocopy of the question paper with the scripts.

1.6. Identification

- 1.6.1. For each exam, the invigilator **must** confirm the identity of each candidate prior to them sitting the exam.

- 1.6.2. Where the invigilator doesn't know the candidate, they should use photographic ID to verify their identity. Centre or employee ID badges can also be used, where these are available.
- 1.6.3. If a candidate sits an exam in another candidate's name (whether it is intentional or not), this may constitute malpractice and **must** be reported to City & Guilds immediately.

During the exam

1.7. Starting the exams

- 1.7.1. Before starting the exams, invigilators **must**:
 - ensure candidates have all the required materials they need to sit the exam;
 - remind candidates that they are not allowed to communicate in any way with another candidate during the exam;
 - inform candidates if there are any planned fire alarms due to take place during the exam.
- 1.7.2. The invigilator **must not**:
 - read, re-phrase or explain any questions for the candidate,
 - comment on a question or direct candidates to a particular section, or questions,
 - give candidates information or comment on possible mistakes in the exam, unless specifically asked to do so by City & Guilds. If an invigilator suspects that there is a mistake or error with a question, they should administer the exam as normal and report their concerns to City & Guilds as soon as possible.

Please do not include the actual text from questions from live assessment materials in emails

1.8. Entering and leaving the room

- 1.8.1. Candidates who arrive late may still sit the exam, but invigilators must ensure this does not disturb other candidates.
- 1.8.2. Candidates can leave if they finish the exam before the allotted time, providing this does not disturb other candidates.
- 1.8.3. Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. The remaining candidates **must not** be left unattended. If there is only one invigilator, they **must** call another invigilator to accompany the candidate(s) out of the room.
- 1.8.4. Invigilators must ensure that candidates leaving the room during an exam do not disrupt the other candidates.

1.9. Emergencies

- 1.9.1. In some instances (e.g. unplanned fire alarms) it may be necessary to evacuate candidates from an exam room.
- 1.9.2. If emergency evacuation is necessary, invigilators **must** ensure candidates:
 - are supervised at all times;
 - do **not** communicate with each other for the duration of the evacuation;
 - do **not** have access to any unauthorised equipment or materials for the duration of the evacuation.
- 1.9.3. If the candidates cannot complete the exam, please inform City & Guilds. All scripts should be returned to City & Guilds, even if the candidate has not completed the exam.
- 1.9.4. If it is unclear whether the exam can resume, please contact City & Guilds as soon as possible.

1.10. Malpractice

- 1.10.1. Invigilators must be vigilant for any potential candidate malpractice. For further information on managing suspected malpractice, please see section 4 of the ***City & Guilds Managing cases of suspected malpractice in examinations and assessments*** document, available on the City & Guilds website.
- 1.10.2. The centre **must** inform City & Guilds within 10 working days where malpractice is suspected.
- 1.10.3. In cases of suspected of malpractice, invigilators must warn the candidate(s) that City & Guilds will be informed and that this may lead to their results being invalidated.
- 1.10.4. If invigilators find candidates using unauthorised equipment or materials, they should remove and retain the items for the duration of the exam. Candidates should be allowed to complete the exam, unless they are disrupting other candidates.
- 1.10.5. Where unauthorised equipment or materials have been used, City & Guilds **must** be informed. The malpractice notification forms are available on the [City & Guilds website](#).

2. Paper-based specific instructions

2.1. Access and authorised use of exam materials

2.1.1. The following instructions apply to all paper-based confidential materials, eg question papers and source materials, in order to ensure the integrity and security of the exams.

These instructions also apply to modified questions papers, eg enlarged question papers.

Secure storage requirements

2.1.2. Confidential exam materials must be stored securely at the centre's registered address in a room solely assigned for the purpose of administering exam materials, restricted to two to four key holders only. It is for the head of centre to set out the appropriate terms of authorisation for members of centre staff.

2.1.3. The requirements for secure storage are:

Requirement	Additional information
<ul style="list-style-type: none">• Strong safe or non-portable security cabinet or metal cabinet with locking bar.• Two to four key holders only.	<ul style="list-style-type: none">• Bolted to wall or floor.
<ul style="list-style-type: none">• Walls, ceiling and floor of strong, solid construction.	<ul style="list-style-type: none">• Unless wall is solid brick, it must be reinforced with metal.
<ul style="list-style-type: none">• Solid door or a door with extra metal reinforcement.• Strong, secure hinges.• Security lock, eg 5 lever mortice lock.• Two to four key holders only.	<ul style="list-style-type: none">• Any metal sheeting must be screwed on the inside of the door.• Cylinder locks are not acceptable.• There must be at least two keys.
<ul style="list-style-type: none">• Secure room in a fixed building, i.e. not a Portakabin or similar.• Walls, ceiling and floor of strong solid construction.	<ul style="list-style-type: none">• Preferably on an upper floor with no windows.• The room must only contain assessment related material.

Receipt of question paper packs

2.1.4. Centres **must** be able to demonstrate and account for the receipt, secure movement and secure storage of confidential exam materials at all times.

2.1.5. Centres **must** ensure that confidential exam materials are only delivered to those authorised by the head of centre.

- 2.1.6. Centres **must** ensure that parcels containing confidential materials are signed for by an authorised member of staff. A log **must** be kept at the initial point of delivery of confidential exam materials, which details all deliveries and the number of parcels received.

Checking question paper packs

- 2.1.7. The unopened question paper packs and assessment material must be checked carefully. This must be undertaken in the secure room. The centre must inform City & Guilds **immediately** if there are any problems, for example:
- if it appears that the parcel or one of the question paper packs has been opened during transit and therefore there may have been a breach of security;
 - if it appears that the parcel or one of the question paper packs has been opened during transit and therefore there may have been a breach of security;
 - there are any differences between the material received and the despatch/delivery note;
 - the material has been significantly damaged in transit or upon opening.
- 2.1.8. Centres must check question paper packs against their centre timetable or entries and arrange them in timetable order to reduce the possibility of opening a pack at the wrong time.
- 2.1.9. Check for any modified question papers (if requested) which may arrive separately from the main despatch of question papers.

Storing question paper packs

- 2.1.10. Question papers **must** only be accessed by authorised members of centre staff in accordance with City & Guilds' instructions, as defined in this document.
- 2.1.11. At the point of delivery, question paper packs **must** be locked away in the centre's secure storage facility (as defined in this document).
- 2.1.12. Only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility. This **must not** include anyone responsible for teaching Functional Skills qualifications or preparing the candidates for the exam.
- 2.1.13. City & Guilds **must** be informed no later than 6 weeks in advance of any change to the centre address or a re-location of the secure storage facility.
- 2.1.14. Unused question papers **can** be kept in the centre's secure storage facility, until they are returned to City & Guilds (please see 2.7, on page 19, for more information).

Opening packs of question papers

For maths, there are two question papers per candidate, section 1 and 2. It is mandatory that candidates complete both sections for the **same** version and versions are not mixed.

- 2.1.15. For smaller cohorts, the packs of question papers should be kept in their sealed packs and only opened in the exam room, just before the start of the exam and in front of the candidates.
- 2.1.16. For larger cohorts, where centres are using a number of rooms for exams, they may open the pack(s) of question papers in order to split them up into more appropriately sized sets for the different rooms. Prior approval from City & Guilds is not required for this arrangement.
- 2.1.17. In order to avoid potential breaches of security, care must be taken to ensure the correct question paper packs are opened. An additional member of centre staff, who can be an invigilator, **must** check the day, date, time, subject, level and component, immediately **before** a question paper pack is opened.
- 2.1.18. Where orders for cohorts of candidates have been split, centres will receive different **Versions** of the question paper for the same exam. The invigilator must make sure candidates sit the version allocated to them. If a candidate sits the incorrect version of the exam, City & Guilds may not be able to process the results.
- 2.1.19. Barcode stickers are provided for each candidate. The barcodes **must** be stuck correctly to the front of the version of the question paper allocated to the candidate. Failure to do so may affect the timely marking and issuing of results. More information on how to do this is enclosed with the question papers.
- 2.1.20. For larger cohorts where there are a large number of barcodes to attach, centres may open the pack(s) of question papers up to two hours before the exam. Prior approval from City & Guilds is not required for this arrangement.

Sticking the barcodes to the question papers before the exam will provide additional opportunities to check they have been applied to the correct version of the question paper.

- 2.1.21. Centres can choose any of the approaches listed above in 2.1.15 to 2.1.19, but the question paper packs **must** remain sealed until at least two hours before the exam, they **must not** be opened before this.

Managing risks to the security of live assessment materials

- 2.1.22. Centres **must** maintain the confidentiality of candidate responses and candidate details.

- 2.1.23. Functional Skills exam materials **must** be treated as live assessment materials at all times before, during and after the exam has taken place.
- 2.1.24. Centres **must not** keep copies of any live Functional Skills exam material in **any** circumstances. This includes question papers, source materials and candidate scripts either in whole or in part and includes photocopying, electronic scanning, photography or copying through handwriting. Question papers may **only** be photocopied as described in 1.5.13. Question papers **must not** be copied under any other circumstances.
- 2.1.25. City & Guilds **must** be informed immediately if the security of any question paper(s) is put at risk.
- 2.1.26. Any natural disaster, fire, theft, loss, damage or any other circumstances which render the existing accommodation or secure storage of exam materials at risk, **must** be reported to City & Guilds **immediately**.

2.2. Transporting assessment materials to other sites

- 2.2.1. Candidates **must** sit their exam(s) at the centre's registered address unless the centre is using an alternative site arrangement.
- 2.2.2. Where a centre plans to hold an exam, for any candidate(s), at an address other than its registered address, the centre **must** inform City & Guilds.

For more information on informing City & Guilds about additional assessment sites, please refer to Section 5 on page 30.

- 2.2.3. Assessment materials **must** be kept in the centre's secure storage facility at the centre's registered address, approved by City & Guilds, until one working day before the scheduled starting time for the exam; (question paper packs **must not** be opened prior to the scheduled date of the exam).
- 2.2.4. The centre **must securely** transport or **must** organise the secure transport of question papers and other assessment materials to the alternative exam venue, no more than **one working day** before the scheduled starting time for the exam, if the requirements of 2.2.5 are met. The assessment materials must be despatched either:
- by post, using recorded delivery;
 - using a secure courier (where the package is signed for); or
 - by the exams officer, invigilator or other centre staff, in a lockable case.

- 2.2.5. Assessment materials can be stored overnight at an alternative exam location if it has a secure storage facility, which meets the requirements of section 2.1.3. If the alternative exam location does not have a secure storage facility, the exam can still be held at this address, but the assessment materials will need to be securely transported, to and from the venue on the day of the exam. Assessment materials must not be stored at an alternative exam location for more than one working day.
- 2.2.6. If assessment materials are transported in a lockable case, this **must not** be left unattended, at any time.
- 2.2.7. The head of centre remains accountable for ensuring that any exams that are conducted at an alternative exam location, are done so in accordance with this document.

2.3. The exam room

- 2.3.1. A reliable clock must be visible to each candidate in the exam room. The clock must be big enough for all candidates to read clearly. The clock must show the actual time at which the exam starts. Centres must carry out regular checks in advance of any exams to make sure all clocks used in the exam room are in good working order and show the same time.
- 2.3.2. A board/ flipchart/ projector/ whiteboard should be visible to all candidates showing the:
- centre number, subject title and paper number; **and**
 - the actual starting and finishing times, and date, of the exam.
- 2.3.3. The minimum distance in all directions from centre to centre of candidates' chairs **must** be 1.25 metres.
- 2.3.4. Wherever possible:
- all candidates should face in the same direction;
 - each candidate should have a separate desk or table big enough to hold question papers, and source materials.
- 2.3.5. Candidates who are not working at individual desks must be far enough apart so that they cannot see each other's work or communicate with each other in any way.

2.4. Starting the exam

- 2.4.1. Invigilators **must** tell candidates to:
- hand in any unauthorised equipment if they have not already done so;
 - check the title of the exam on the question paper and candidate name on the barcode are correct, before they start the exam;
 - for maths, check both sections are for the same version;

- fill in the details on the front of the question paper;
- read the instructions on the front of the question paper;
- write in blue or black ink or ballpoint pen, do not use gel pens;
- only use pencil for drawing diagrams or graphs;
- begin and how much time they have to complete the exam.

2.5. Completing the attendance register(s)

- 2.5.1. The Invigilation Certificate is the attendance register. It is a key part of the process of identifying candidates present in the exam room. Centres must complete the attendance register and record absent candidates accurately. Failure to do so may affect City & Guilds' ability to deliver accurate and timely results.
- 2.5.2. Each attendance register **must** be completed before the end of the exam. This will ensure that a check can be made as the scripts are collected.
- 2.5.3. The invigilator **must** accurately complete each attendance register in line with City & Guilds' instructions, clearly indicating those candidates who are either present or absent.
- 2.5.4. Additional candidates **cannot** be added to the attendance register and **must not** sit the exam.
- 2.5.5. The centre **must** keep a copy of the attendance register for six months after the exam date (unless there are any outstanding appeals, malpractice investigations or other results enquiries, in which case the centre must retain the attendance register until they are concluded).

2.6. Finishing the examination

- 2.6.1. A **five minute warning** can be given to candidates. Where candidates have different finishing times the centre **must** consider the potential impact on them.
- 2.6.2. At the end of the exam invigilators **must**:
- tell candidates the exam has finished;
 - tell candidates to stop working and remind them that they are still under exam conditions;
 - allow any candidates who arrived late, and were allowed the full working time to do their exam, to continue after the normal finishing time. Tell them to stop working after the time allowed for their exam has passed;
 - instruct candidates to:
 - make sure they have put all the necessary information on their script and any additional answer sheets, e.g. candidate name, candidate enrolment number, centre number;
 - make sure their answers are correctly numbered;

- make sure they have put any loose additional answer sheets inside the script.
Additional answer sheets must be stapled to the back of the candidate's script.

2.6.3. Candidates granted extra time and/or supervised rest breaks should carry on for the necessary additional time.

Collecting scripts after the examination

2.6.4. Invigilators **must**:

- where possible, collect all the scripts before candidates are allowed to leave the exam room;
- check that there is a script for every candidate marked as present on the attendance register;
- check that the names on the scripts match the details on each attendance register;
- put the scripts in the order shown on each attendance register;
- check that candidates have fully completed the front page of their script and used their correct centre and candidate enrolment numbers;
- check the candidate barcode label matches the candidate name;
- ensure that all scripts are securely given to the person responsible for despatching them for marking.

2.6.5. Centres must ensure that scripts are kept secure at all times until they are despatched for marking.

2.6.6. When checking that the candidate and centre information on the script matches the details on the attendance register, if the invigilator identifies that the wrong barcode is attached, they should correct this error.

In such a situation the correction should be counter-signed on the script. Centres **must not** alter any other details on the candidate's script.

Scripts are confidential between each candidate and City & Guilds. No-one may read or photocopy them before they are sent for marking, under any circumstances.

Unused question papers

2.6.7. The invigilator **must**:

- collect all unused question papers in the exam room;
- check it for any loose sheets which candidates may have missed;
- return them to the exams officer.

2.7. Packing and sending scripts

2.7.1. When packing scripts and exam materials for return to City & Guilds, centres **must**:

- ensure that the correct barcodes are stuck correctly on the front of each candidate’s script. In some cases, a separate barcode is required for each section of the script;
- ensure that every script from the exam has been included;
- enclose the relevant attendance register(s);
- ensure that scripts are in the same order as candidates appear on the attendance register;
- check the attendance register has been completed, even where when all candidates are marked absent;
- check all scripts and unused question papers are included with the correct attendance register;
- ensure cover sheets accompany scripts where appropriate, for example where a candidate has used a scribe, the cover sheet **must** be placed inside the script;
- use the pre-addressed labels. Ensure the correct label is used for each component and that the most up to date label is always used – do not use photocopied labels;
- always use only one label per package;
- always use the whole address label, stick it securely to the largest face of the package and ensure it is flat and crease free, the address label **must** be visible and legible;
- fasten envelopes securely, but do not use staples, string or brown tape.

A separate return envelope and address label will be provided for each separate pack of question papers and attendance register.

2.7.2. Centres must not:

- include anything other than the scripts, the attendance register(s), any unused question papers and source documents;
- overfill packages as they may split open during transit;
- write on labels or alter them in any way.

2.7.3. Centres **must not** retain copies of any question papers, candidates’ scripts or other secure assessment materials. Question papers may only be photocopied as described in 1.5.13, question papers **must not** be copied under any other circumstances. Centres **must not** make copies of candidates’ scripts.

Sending scripts

2.7.4. Centres **must**:

- despatch scripts, unused question papers and accompanying attendance registers, to the address provided, on the same day of the exam wherever possible;

- ensure that any scripts that cannot be despatched on the day of the exam are despatched **no later than three working days**;
- retain scripts in the centre’s secure storage facility if kept within the centre overnight.

Centres should take care when returning Braille and enlarged questions papers, as the return address may be different. If scripts are sent to the wrong address, this will delay the marking process.

2.7.5. Centres **must**:

- use recorded, trackable delivery;
- obtain proof of postage/despatch for each pack of scripts, which **must** be retained on the centre’s files until the results are published, in case of loss or damage.

Unused assessment materials

2.7.6. Any unused question papers and all source materials **must** be returned to City & Guilds at the address provided on the attendance register with the scripts.

2.7.7. Unused question papers **must not** be used as practice material or as a teaching/learning resource under any circumstances.

3. e-evolve specific information

3.1. Exam location and resources

- 3.1.1. Centres must ensure that they have suitable exam rooms available to ensure that candidates can sit exams securely and undisturbed. These locations must meet the following requirements.
- 3.1.2. Centres must ensure that no candidate can see another candidate's work, utilising at least one of the following methods:
 - Ensuring each workstation is at least 1.25m apart (measured from the nearest outer edge of one screen to the next).
 - Ensuring monitors are positioned back-to-back, separated by dividers or protected by privacy screens.
 - Candidates sitting the same exam component are sat at alternate computers (eg a candidate entered for Level 2 sitting in between two candidates entered for Level 1).
- 3.1.3. Centres must ensure that all computers meet the minimum technical requirements to run the e-evolve exams. Please refer to www.cityandguilds.com/evolve for more information.
- 3.1.4. The equipment must be fit for purpose and must be checked by a competent person before use.
- 3.1.5. Technical help should be available throughout the exam in case of hardware or software problems and to assist with invigilation of the test.

Centres may find it useful to appoint a specialist invigilator, with proven IT skills and experience in conducting evolve exams. They must be assisted by at least one other invigilator.

3.2. Starting the exam

- 3.2.1. The invigilator **must** ensure that the correct e-evolve keycode is issued to each candidate. The candidate is responsible for checking that the title of the exam and their details are correct. If the information presented to the candidate is incorrect, they must notify the invigilator before starting the exam.
- 3.2.2. If a candidate sits an exam in another candidate's name (whether or not it is intentional), this may constitute malpractice and these results may be invalidated.
- 3.2.3. Invigilators **must** ensure candidates have been given the correct e-evolve keycode.
- 3.2.4. Invigilators **must** tell the candidates to:

- Ensuring each workstation is at hand in any unauthorised equipment if they have not already done so;
- check the title and candidate name are correct, before they start the exam;
- ask if they need any scrap paper.

3.3. During the exam

- 3.3.1. Candidates are permitted to leave the room temporarily (for example to use the toilet) on the condition that they are accompanied by an invigilator. Candidates are not permitted access to any previously confiscated unauthorised equipment during these breaks. The exam can be paused while the candidate is out of the room and then restarted when they return. For more information on **pausing exams**, please refer to www.cityandguilds.com/evolve.
- 3.3.2. Candidates can be provided scrap paper when the exam is sat, but **must not** bring their own paper into the room.
- 3.3.3. The e-volve system locks down all other software applications whilst the exam is taking place, this prevents candidates from being able to access the internet or any other inappropriate aids on the computer.
- 3.3.4. Invigilators **must not**:
- view the screen when a candidate is taking the exam;
 - photograph or otherwise copy the content of the exam.

Emergencies

- 3.3.5. If emergency evacuation is necessary, the exam should be paused while candidates are out of the room and then restarted when they return.

Technical issues

- 3.3.6. Where technical issues occur during exams, centres should refer to the **e-volve Centre User guide** for further information. If they cannot resolve technical issues using the guide, they should call the e-volve customer services team directly on 0844 543 0000.

Where there are technical issues, the exam can be paused where possible and re-started if/when the issue is resolved.

3.4. End of the exam

- 3.4.1. All exams **must** be uploaded to City & Guilds. If an exam is not uploaded, it will not be marked, and the candidate will not receive a result. Centres can check the upload status in the Invigilation tab, if the exam has a green tick, this means we have received it and it will be marked.

- 3.4.2. If the exam shows as downloaded or awaiting upload, the centre must upload it as soon as possible or the exam will AutoVoid. This means the exam will **not** be marked and the candidate will **not** receive a result.
- 3.4.3. Any scrap paper used by candidates during the exam **must** be collected by the invigilator and securely destroyed. Candidates may not take any notes out of the exam room at the end of the exam.
- 3.4.4. Centres **must not** retain any material produced by a candidate during e-volve exams. Failure to delete candidate material following completion of the assessment could be considered to be malpractice.

4. Subject specific information

4.1. Mathematics

- 4.1.1. The mathematics exam, at both Level 1 and Level 2, is split into two sections:
 - *Section 1* is the non-calculator section;
 - *Section 2* is the calculator section.
- 4.1.2. Both sections of the exam **must** be completed in a single sitting.
- 4.1.3. The duration for each section is given on the front of each question paper.
- 4.1.4. Candidates may only have access to a calculator for the ‘calculator permitted’ section of the exam, *Section 2*.
- 4.1.5. A calculator is **not** permitted in the non-calculator section of the exam, *Section 1*.
- 4.1.6. Protractors are not permitted for mathematics Level 2 exam.
- 4.1.7. Dictionaries are permitted.

Paper-based requirements

Sections 1 and 2 should have the same version number on the front page.

- 4.1.8. Before the start of the exam, invigilators **must** check that no candidates have a calculator on their desk (calculators may be placed on the floor, beneath the candidate’s desk while the candidate completes the non-calculator section).
- 4.1.9. Both question papers will be supplied in the same pack, with two identical barcodes for each candidate, one barcode for each section of the exam. The barcodes must be stuck correctly to each question paper, failure to do so means that it will not be possible to issue performance feedback and will affect the timely marking, issuing of results and may incur additional costs to the centre.
- 4.1.10. For larger cohorts, centres may open the pack(s) of question papers two hours before the exam, in order to attach the barcodes. Prior approval from City & Guilds is not required for this arrangement.
- 4.1.11. The invigilator must make sure candidates sit the version of the question paper allocated to them and the same version for each section for the exam. If a candidate sits the incorrect question paper, for either section of the exam, City & Guilds may not be able to mark the scripts or issue the results.

If a candidate sits the incorrect question paper, City & Guilds will need to create a new exam entry for that question paper before the results can be processed. There will be a fee for this additional order.

Invigilators **must** tell the candidates:

- to complete the front page of the question paper booklets before the exam starts;
- not to use a calculator for *Section 1*;
- that any candidate in possession of a calculator during *Section 1* will be reported to City & Guilds.

4.1.12. The invigilator **must** collect in a candidate's *Section 1* booklet before that candidate can use a calculator.

4.1.13. Candidates **must not** have access to a calculator during *Section 1*. If a calculator is seen on a candidate's desk while they are still in possession of *Section 1*, this **must** be reported to City & Guilds as suspected malpractice, even if the invigilator has not seen the candidate using the calculator.

4.1.14. Centres can choose one of two following methods to ensure candidates do not have access to calculators during *Section 1*, but can use a calculator during *Section 2*:

- candidates can place their calculators on the floor under their desk during, *Section 1*; or
- invigilators can hand out calculators when collecting *Section 1*.

4.1.15. A scientific calculator can be used, however is **not** required for either level 1 or 2. All calculations can be carried out using a basic calculator.

e-volve requirements

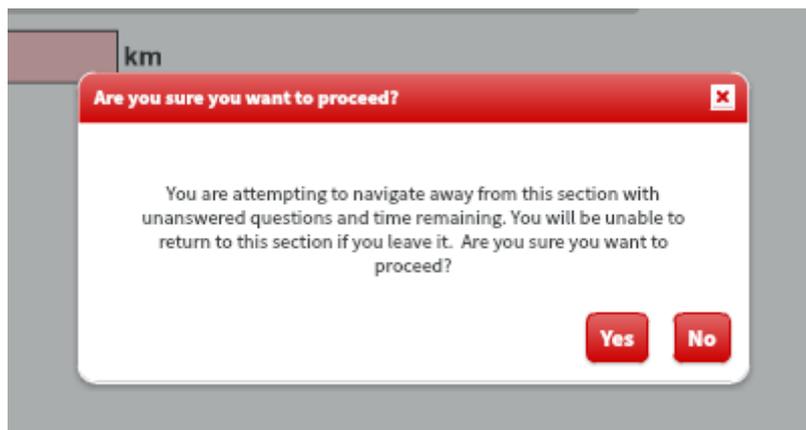
4.1.16. Candidates can use the on-screen calculator. If candidates want to bring their own calculator, they must meet the requirements below.

4.1.17. Candidates can use their own calculator in the e-volve exam, if the following requirements are met:

- there must be one invigilator for every 10 candidates,
- candidates **must not** have access to a calculator during *Section 1*,
- the invigilator(s) can hand out calculators to candidates that have completed *Section 1*,
- the invigilator(s) **must** instruct candidates to raise their hand when they have completed *Section 1*, so the invigilator can give them a calculator.

4.1.18. There is a message displayed between the two sections, this can be used to distribute the calculators without using any exam time. The candidate must be warned to wait until the invigilator can check the message is displayed on the screen (as shown below) before they give them the calculator.

The picture below shows the message that is displayed between the sections:



- 4.1.19. If the candidate is using the on-screen calculator, they can start *Section 2* as soon as they are ready to do so.

4.2. Reading

- 4.2.1. Dictionaries are permitted. For information on using bilingual dictionaries, please refer to the access arrangements page on the City & Guilds website.

Access arrangements

- 4.2.2. A human reader cannot be used under any circumstances.
- 4.2.3. A computer reader can be used. Please contact policy@cityandguilds.com for more information.

4.3. Writing

- 4.3.1. Dictionaries, including bilingual dictionaries, are **not** permitted.
- 4.3.2. Spelling and grammar checking software or tools are **not** permitted.

Access arrangements

- 4.3.3. A scribe cannot be used under any circumstances.
- 4.3.4. Candidates can type their answers, but **must not** use spellcheck, grammar check or predictive text.

Centres need to ensure that candidates do not turn on spellcheck, grammar check or predictive text during the exam. Centres may find it easier to set up a specific exam only log in.

4.4. Digital Functional Skills

Before the exam

- 4.4.1. All candidates will need access to a computer with the appropriate software installed. This includes:
- computer with appropriate software applications (e.g. word processing, spreadsheets, email),
 - their own secure area on the computer or network to save their files.
- 4.4.2. The computer used for the exam must have been cleared of any previously stored data. There must be no access to:
- data stored on the hard drive,
 - portable storage media, e.g. memory sticks,
 - pre-prepared templates.
- 4.4.3. No work completed by a candidate as part of a sample test or their learning programme should be accessible during the exam.

We do not recommend candidates use their own laptops, as the centre would need to delete all the files stored on it before the exam, then do the same again after the exam.

- 4.4.4. It is important to ensure that the candidate has full access to the folder or location within the network or hard drive where their work will be stored.
- 4.4.5. Digital Functional Skills requires an internet connection due to the nature of the tasks. Centres cannot use the 'Download to take offline' functionality on e-volve. The 'Download test to take later' option can be used, providing the exam is sat online.

During the exam

- 4.4.6. There must be one invigilator for every 10 candidates. However, this is dependent on the layout of the room. Additional invigilators may be needed to ensure that all candidates are always in view.
- 4.4.7. The Section 1 and 2 of the exam is not 'locked down' in Secure Client, so candidates can access the required folders and software.

As the exam is not locked down, it's possible to close the window. If this happens, the candidate can re-launch SecureClient and re-enter the original keycode. The exam will resume, with the same time left to complete it.

- 4.4.8. Access to the internet is required and tests cannot be taken without a live internet connection. Candidates are only permitted to access an internet browser during

Section 1 of their exam and only where the task instructs them to do so. Candidates must not use the internet for any other purpose.

Exams completed in SecureClient can continue if there is a brief interruption to the internet connection.

- 4.4.9. Candidates must not access other applications beyond those that are required for the exam. For example, candidates must not access any social media site.
- 4.4.10. Creating the folder required to store the documents downloaded and uploaded during the test is part of the assessment, however, the invigilator may advise the candidate regarding a suitable and easily accessible location on the network or hard drive.
- 4.4.11. If the invigilator suspects the candidate of having access to any unauthorised materials during the exam or any other form of malpractice, the test can be paused while these are removed. When the invigilator is satisfied the candidate does not have access to any unauthorised materials, they should then un-pause the exam and instruct the candidate to resume.
- 4.4.12. Once a candidate finishes a section and moves on to the next one, they will not be able to go back to any of the previous sections. Warnings will appear on screen to remind candidates of this. The invigilator must remind candidates that all their files must be uploaded during that section. They will not be able to upload files after they move on to the next section.

Centres may find it useful to ask all candidates to move between sections at the same. This can help the invigilator to prevent malpractice.

- 4.4.13. A 15-minute break has been built into the exam. The break will occur at the end of Section 1. The break is optional, candidates may move directly onto Section 2 before the 15 minutes is up if they wish. The candidates must remain under exam conditions during the break.

After the exam

- 4.4.14. Candidates' user areas must be removed after each session. Centres must ensure that the user areas of those candidates who have already sat the exam cannot be accessed by candidates who are scheduled to sit the exam in a later session. Where networked stations are used, particular care should be taken to prevent work being accessible via shared folders.
- 4.4.15. Centres must ensure any work stored on the machine is removed and not made available to another candidate. This includes:
 - files created (e.g. word processing, spreadsheets, screenshots),
 - the browser history,
 - any email drafts or sent items.

5. Centre monitoring

5.1. Overview of the centre monitoring process

- 5.1.1. All centres must be approved before they can offer Functional Skills English, mathematics and Digital. As part of the qualification approval process, centres will need to agree to the requirements of this document and provide a list of all assessment sites.
- 5.1.2. The centre will need to provide details for a '**Functional Skills Exams Lead**' (please refer to the Glossary for the definition of this role), who will act as the main contact for the administration of Functional Skills exams at that centre.
- 5.1.3. Details of any further additional assessment sites must be provided using the Centre Update (CU) form, submitted using the Walled Garden Quality Portal (see [City & Guilds Centre Manual](#) for more information on this process).
- 5.1.4. The centre must complete internal audits on their exam procedures, each year. This must include observing an exam taking place.
- 5.1.5. City & Guilds will also monitor that all unused question papers have been returned and the reasons given for changes to exam dates.
- 5.1.6. Failure of any centre to meet the requirements listed in this document may affect their approval. On-going compliance will be monitored through Exam Audits.

5.2. Overview of Exam Audit process

- 5.2.1. An Exam Audit is a visit to a centre in order to check that the centre's exam processes, procedures and practice are in line with City & Guilds requirements, as outlined in this document. Exam Audits involve observing an exam taking place. A copy of the Exam Audit report will be made available to the centre within 10 working days.

5.3. Possible outcomes of an Exam Audit

- 5.2.2. If there are any issues discovered during an Exam Audit, the centre will be set an action plan to address them. If the issues are serious and there is a risk to the integrity or security of the exam, City & Guilds may choose to investigate further and decide to:
 - invalidate candidates' results;
 - raise the centre's risk level.
- 5.2.3. The impact of each risk level is outlined below:

Risk level	Outcome
Low	None
Medium	Warning, if action plan is not met, further action may be taken
High	Registrations and exam entries cannot be made for that qualification

- 5.2.4. A 'high' risk level can be set as a result of:
- one high level non-compliance; or
 - five or more medium level non-compliances.

Exam Audit criteria are listed in Section 5.4.

- 5.2.5. If actions are not completed on time, this may also result in the risk level being increased.

5.4. Exam Audit criteria

- 5.2.6. There are specific criteria for Exam Audits, these are used to check the centre is following the requirements of the exam. The criteria are listed below, with references to the requirements listed in this document (the equivalent requirement in the JCQ Instructions for Conducting Examinations (ICE) are provided for information only):

A. Before the examination				
No	Observation	FS ref	JCQ Ref	Risk level
1	Papers are kept in a safe, non-portable, lockable steel or metal cabinet	2.1.2	3.1	Medium
2	Cabinet in room secure from non-authorized entry	2.1.2	3.1	Medium
3	Room locked when not attended by authorised persons	2.1.2	3.1	Medium
4	Question papers must remain in secure storage until they can be removed prior to the scheduled starting time	2.2.3	11.3	High
5	Criteria for appointing invigilators met	1.3	12.3	Medium
6	Procedures in place to ensure that a Functional Skills tutor, is not the invigilator for any exams.	1.3	12.3	Medium
7	Readers/writers acting as invigilators	1.5.5	13	Medium

B. Examination room				
No	Observation	FS ref	JCQ Ref	Risk level
8	Examination room in quiet, undisturbed location	1.2	11.4	Low
9	Only candidates and other persons required by the examination allowed in the room	1.3.9	17	Low

10	Minimum distance of 1.25 metres between candidates' chairs	2.3	11.10	Low/ Medium
11	All candidates facing same direction (or, where drawing boards, easels or computer workstations are involved, seated in such way as to be prevented from seeing each other's work)	2.3.4, 3.1.2	11.11	Low
12	Each candidate seated at a separate desk, table or workstation	2.3.4	11.11	Low
13	Seating plan made for examination room or standard form of seating used	1.2.8	11.14	Low
14	Posters, display or other material relevant to examination removed or covered	1.2.6	11.6	Low
15	All candidates able to see a clock without turning around	2.3.1	11.7	Low
16	Starting and finishing times of examination displayed where all candidates could see them	2.3.2	11.9	Low
17	No unauthorised material in the examination room	1.4.1	18.2	up to High
18	Minimum number of invigilators present at all times	1.3.3	12.3	Medium
19	Where one invigilator present, s/he able to summon assistance easily without leaving examination room in case of emergency	1.3.4	12.3	Medium
20	Number of invigilators never below number specified	1.3.3	12.3	Medium
21	Identity of each candidate established (particularly where candidates not personally known to invigilator)	1.6	16	Medium
22	Identity of each candidate verified, specified ID produced in accordance with qualification guidelines	1.6.1	16.2	N/A
23	Invigilators oversaw the input of the ID and password for each candidate (e-volve)	3.2.1	A1 2.5	Medium
24	Envelopes containing question papers not opened until immediately before the examination	2.1.21	5.2	Medium

C. Starting the examination and invigilation				
No	Observation	FS ref	JCQ Ref	Risk level
25	Rules read out to candidates at beginning of examination	1.7	19.3	Low
26	Attendance list completed by invigilator	2.5	22	Low

27	Invigilators observed candidates at all times	1.3.2	20.1	up to High
28	Rules known regarding candidates entering and leaving exam room	1.8	23	Low
29	Rules known regarding candidates arriving late	1.8.1	21	Low
30	Rules known regarding candidates leaving exam room temporarily	1.8.3	23.3	Low

D. Starting the examination and invigilation				
No	Observation	FS ref	JCQ Ref	Risk level
31	Candidates reminded of time remaining 5 minutes before end of examination	2.6.1	26.3	Low
32	Candidates told to stop writing when examination time has ended	2.6.2	26.1	Low
33	Scripts collected before candidates left examination room	2.6.4	27.1	Medium
34	Scripts checked for candidates' names and numbers	2.6.4	27.1	Low
35	Scripts handed to person responsible for despatching them	2.6.4	27.1	Medium
36	Scripts left in secure place (as in 1, 2, 3) when not dispatched immediately	2.7.4	27.2	Medium
37	Rules for dispatching scripts known	2.7.5	29	Low
38	Unused question papers returned to City & Guilds	2.7.6	30	Medium

E. Dealing with misconduct and irregularities				
No	Observation	FS ref	JCQ Ref	Risk level
39.	Centre aware of misconduct and irregularities procedure	1.10	24	High

F. Dealing with emergencies				
No	Observation	FS ref	JCQ Ref	Risk level
40	Centre aware of emergencies procedures	1.9	25	Low/ Medium

Appendices

Glossary

Assessment site	An <i>assessment site</i> is a location where candidates are assessed in order to gain City & Guilds qualifications, which is in a different geographical location from the registered centre address. This includes remote sites, such as a candidate's workplace.
Candidate	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
e-volve	<p><i>e-volve</i> is a web-based assessment tool for centres and organisations that allows them to administer exams delivery easily and efficiently. It is safe and secure, which offers candidates each exam with a unique key code and prevents manipulation by displaying different questions to each candidate.</p> <p>Detailed guidance on <i>e-volve</i> including system requirements and user guides can be found at www.cityandguilds.com/evolve.</p>
Exam	An <i>exam</i> is any externally marked component of a qualification.
Functional Skills Exams Lead	The <i>Functional Skills Exams Lead</i> is the main contact for City & Guilds for the administration of Functional Skills exams. It could be the exams officer at the centre.
Head of centre	<p>The <i>head of centre</i> is the person with responsibility for ensuring that the overall management of the centre. The head of centre is:</p> <ul style="list-style-type: none">• the head of a school; or• the principal of a college; or• the chief officer of an institution which is approved by City & Guilds as a centre (including employers).
Invigilator	An <i>invigilator</i> is the person responsible for ensuring the secure conduct of all exams.
Invigilation Certificate	An <i>Invigilation Certificate</i> is the attendance register for an exam.
Tutor	A <i>tutor</i> is someone who provides teaching and/or learning support towards candidates' preparation for Functional Skills exams. This includes assessors, lecturers, supervisors, teachers, trainers and other providers of education or training.
Script	A candidate's written response to the examination.
Version	<p>For on-demand exams, there are a number of question papers in use at any one time, for each component. Each of these question papers is referred to a <i>version</i>.</p> <p>The name of that <i>version</i> is listed on the front of the question paper and the attendance register.</p>
Working day	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom.

Additional guidance on choosing an invigilator

The invigilation requirements for the reformed Functional Skills (4748) qualifications are different from those for the legacy Functional Skills qualifications (3748).

The invigilation requirements for the reformed Functional Skills (4748) qualifications are:

- A **tutor** for the **subject being examined** must not be an invigilator for any exam.
- Relatives, friends and/or peers of candidates must not be an invigilator for any exam.

Role of a tutor

We define a **tutor** as the person who has prepared the candidates for the Functional Skills exam. Tutors might also be described as assessors, lecturers, supervisors, teachers and trainers.

Anyone familiar with the Functional Skills subject content and the assessment specification, who uses these to prepare learners for exams, would be classed as a tutor. This will include anyone involved in the following activities:

- preparing and delivering Functional Skills learning;
- conducting formative assessment, including the use of Functional Skills sample tests;
- providing feedback on progress;
- providing guidance on how to attempt questions in the Functional Skills exams;
- making decisions about a candidate's readiness for Functional Skills exams
- internal quality assurance for Functional Skills qualifications.

The 'subject being examined'

This means:

- a tutor of Functional Skills English must not invigilate Functional Skills English exams;
- a tutor of Functional Skills Mathematics must not invigilate Functional Skills Mathematics exams.

Staff with combined roles

Staff who have combined vocational and Functional Skills tutor roles **must not invigilate** where their tutor role contains the activities described above. Please note that:

- Staff who act as both mathematics and English tutors, **must not invigilate** either maths or English exams.
- Staff who teach GCSE English, but not Functional Skills English, **may** invigilate.
- Staff who teach GCSE Mathematics, but not Functional Skills Mathematics, **may** invigilate.
- Staff who teach ESOL, but do not teach Functional Skills English **may** invigilate.

Supporting staff

Many learning programmes incorporate the development of maths and English skills. Some staff are involved in the teaching and learning process, but are not directly engaged in delivering content for, or preparing learners directly for, Functional Skills exams.

The following staff **may invigilate**:

- Staff who solely carry out initial and diagnostic assessments.
- Staff who direct learners to online/e-learning programmes, who set up online/e-learning programmes for learners, and/or support learners to access e-learning.
- Vocational staff who incorporate maths and English into lessons where they occur in their vocational programmes, but are not responsible for preparing learners for Functional Skills exams.
- Staff who administer Functional Skills exams.

The following staff **must not** invigilate:

- Staff who directly support candidates working towards Functional Skills exams, even if not the candidates' main Functional Skills tutor.
- Staff supporting candidates using online/e-learning programmes, where these include Functional Skills exam preparation.

Learning support

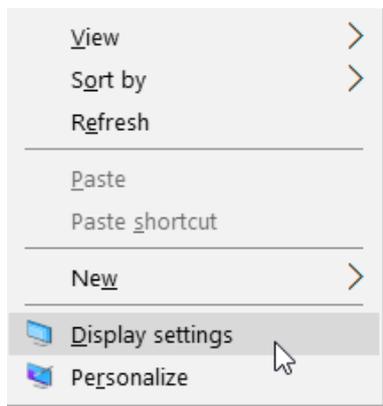
Candidates with individual support during learning can have support from the same person during their exams, providing they meet the requirements set out in our access arrangements documents and our Instructions for Conducting Examinations document.

Duplicating screens in e-volve

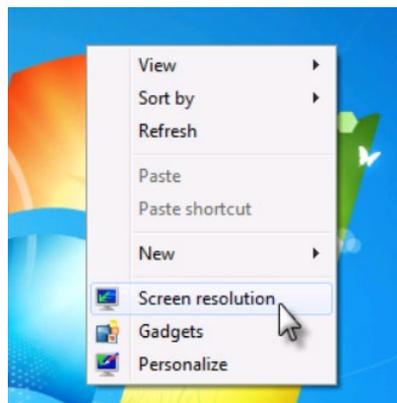
The below describes how to duplicate your screen on to a second monitor using the supported Windows 7, 8 and 10 Operating systems. This will enable a reader or scribe to assist the candidate during the test.

1. Depending on your operating system, there are multiple ways to reach the settings for controlling your display, the simplest way is by right clicking an empty desktop area and selecting **Display Settings** or **Screen Resolution**.

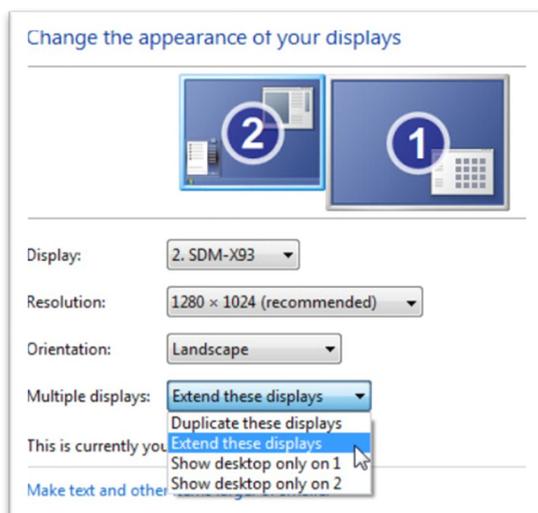
Windows 10



Windows 7 and 8



2. Once you have opened the settings screen, scroll down and select the **Multiple displays** drop-down list and then select **Duplicate these displays**



3. You can then choose to keep or revert the change.

Anything now displayed on the main screen will be duplicated on the second screen, including the SecureClient testing software showing the test.

Checklist for invigilators

Paper-based exams

This list summarises the essential actions for invigilators.

A Arranging the exam room

- 1 Check that you have the following on display:
 - a clock that all candidates can see clearly;
 - a board showing the centre number, and start/finish time of the exam(s).
- 2 Check that you have a seating plan for the exam.
- 3 Check in advance with the exams officer which candidates, if any, have access arrangements.

B Before the exam begins

- 1 Attach the candidate barcodes to the front of the correct question paper.
- 2 Check the front of the question paper for details of required/ permitted materials.
- 3 Tell candidates that they must now follow the regulations of the exam.
- 4 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 5 Open the pack(s) of question papers in the exam room.
- 6 Tell the candidates:
 - to fill in the details on the front of the question paper;
 - check the barcode on the front of the question paper;
 - to read the instructions on the front of the question paper.
- 7 Remind candidates to write in blue or black ink or ballpoint pen.
- 8 Tell candidates when they may begin and how much time they have.

C During the exam

- 1 Supervise the candidates at all times to prevent cheating and distractions.
- 2 Do not give any information to candidates about any question on the paper or the requirements for answering particular questions.
- 3 Make sure that no question paper is removed from the room during the exam.
- 4 Make sure that an invigilator is available to accompany any candidates who need to leave the room temporarily.
- 5 If candidates have finished, they may leave at any time. You must ensure this does not disturb other candidates, and that they understand that they cannot return.
- 6 Tell candidates to stop writing/working at the end of the exam.
- 7 Make sure the only people in the room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. readers/scribes).

D After the exam

- 1 Tell candidates to check that they have:
 - filled out their personal information on the front of the question paper and identified themselves on any supplementary sheets of paper;
 - crossed out rough work or unwanted answers.
- 2 Collect all completed scripts and all unused question papers before candidates leave the room.
- 3 Check the candidate barcodes have been attached correctly to each script.
- 4 Arrange the scripts and any unused question papers in the order candidates appear on the Invigilation Certificate/attendance register.
- 5 Make sure that scripts are kept in a secure place until they are sent for marking.

Checklist for invigilators

e-volve exams

This list summarises the essential actions for invigilators.

A Arranging the exam room

- 1 Check that you have a seating plan for the exam.
- 2 Check in advance with the Exams Officer which candidates, if any, have access arrangements.
- 3 Check that sufficient workstations are available, including at least one replacement computer.

B Identifying candidates

- 1 Check that the correct keycode is issued to each candidate sitting the exam.
- 2 Check to see that the name on the screen matches the name of the candidate.

C Before the exam

- 1 Check requirements for authorised materials with the Exams Officer.
- 2 Tell candidates that they must now follow the regulations of the exam.
- 3 Warn candidates that they must give you any unauthorised materials, including mobile phones.
- 4 Make sure that candidates are familiar with the instructions, procedures and regulations for the exam, particularly on how to navigate and respond on-screen.
- 5 Check that candidates know how to request technical assistance.
- 6 Make sure all candidates know how to exit the exam when they have finished.
- 7 Check that all candidates have logged on successfully.
- 8 Ensure that technical support is available throughout the exam in relation to malfunctioning of equipment or software.

D During the exam

- 1 Supervise the candidates at all times to prevent cheating and distractions.
- 2 Do not give any information to candidates about any question on the paper or the requirements for answering particular questions.
- 3 Make sure that an invigilator is available to accompany any candidates who need to leave the room temporarily.
- 4 Record and report any complaints from candidates relating to system delays or any other IT irregularities.
- 5 Record and report all emergencies and/or technical failures.
- 6 If candidates have finished the exam, they can leave at any time. You must ensure this does not disturb other candidates.
- 7 Make sure the only people in the room are the invigilator(s), the candidates and anyone else required to facilitate the exam (e.g. technical support or readers/scribes).

E After the exam

- 1 Ensure that each candidate has exited the exam correctly.
- 2 Collect any scrap paper and ensure it is securely destroyed immediately.
- 3 Check all exams have been uploaded.

F Calculators and Dictionaries

- 1 Tell candidates if they are allowed to use a calculator.
- 2 Tell candidates if they are allowed to use a dictionary.

Summary of exam requirements

Mathematics

Section	Duration	Permitted	Not permitted
Section 1 (non-calculator)	25 minutes	Dictionary	A calculator
Section 2 (calculator)	1 hour and 20 minutes		A protractor at Level 2

For the paper-based exams, candidates will need:

Level 1	Level 2
<ul style="list-style-type: none"> • Pen • Pencil • Eraser • 30cm ruler • Calculator (Section 2 only) • Protractor 	<ul style="list-style-type: none"> • Pen • Pencil • Eraser • 30 cm ruler • Calculator (Section 2 only)

English

Component	Duration	Materials
Reading	1 hour	Candidates can use a dictionary or bilingual dictionary.
Writing	1 hour and 20 minutes	The following are not permitted : <ul style="list-style-type: none"> • dictionary, • electronic spelling and grammar checkers.

Digital Functional Skills

Level	Duration	Section	Duration
Entry Level 3	1 hour 30 minutes (excluding break)	Section 1	55 minutes
		Optional break	(Up to) 15 minutes
		Section 2	20 minutes
		Section 3	15 minutes
Level 1	2 hours (excluding break)	Section 1	1 hour
		Optional break	(Up to) 15 minutes
		Section 2	45 minutes
		Section 3	15 minutes

Centre Document Library

The City & Guilds / ILM Centre document library can be found at:

[cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

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About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

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